2. *Madhya Pradesh*

(i) *National Network* Bbopal, Raipur, Indore and Gwalior. (ii) *Point to Point service*

Ujjain, Sagar, Durg, Bhilai, Bilaspur, Rajgarh, Jagdalpur, Khajuraho, Jabalpur, Dewas and Mhow.

Telphone Adalats

4134. SHRI RAMDAS AGARWAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of meetings of Telephone Adalats held during the last two years in different parts of the country particularly in Delhi; and

(b) the number of representations received till 31st March, 1997 by MTNL indicating the number thereof pertaining to service complaints, billing matters, delays in shifting and registration of telephones, refunds, commercial matters and miscellaneous issues which were disposed of till date and still pending with MTNL?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) and (b) The information is being collected and will be laid on the Table of the House.

टेलीफोन अदालतों द्वारा मामलों का निपटान

4135. **श्री इकबाल सिंह :** क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) गत तीन वर्षों के दौरान महानगर टेलीफोन निगम लिमिटेड की लोक अदालत द्वारा देश के महानगरों में शिकायतों से संबंधित मामलों का निपटारा करने संबंधी ब्यौरा क्या है ; और

(ख) सरकार द्वारा टेलीफोन की सर्विस, बिलिंग और स्थानांतरण तथा खराब टेलीफोन को ठीक करने के संबंध में क्या कदम उठाए गए हैं?

संचार मंत्री (श्री बेनी प्रसाद वर्मा) : (क) और (ख) लोक अदालतें, महानगर टेलीफोन लिमिटेड द्वारा आयोजित नहीं की जाती । महानगर टेलीफोन निगम लिमिटेड केवल टेलीफोन अदालतें आयोजित करता है । ब्यौरा एकत्र किया जा रहा है और सदन-पटल पर रख दिया जाएगा ।

Poor STD Services in West Godavari District, Andhra Pradesh

4136. SHRI YERRA NARAYANASWAMY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that maintenance of STD phone lines under Nidadavolu Sub-Division of West Godavari telecom in Andhra Pradesh is of poor standard;

(b) if so, the reasons therefor;

(c) whether perennial problems in Polavaram telecom areas have not been rectified;

(d) if so, the reasons thereof;

(e) the steps proposed to improve the telecom facilities particularly STD functioning in Polavaram area;

(f) whether any monitoring have been done in this area; and

(g) if not, the reasons therefor?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) and (b) No Sir, continuous efforts are made to maintain the STD services and to improve the same. Overhead lines are planned to be replaced by stable media during Ninth Five Year Plan.

(c) and (d) No Sir, 12 channel UHF system via Polavaram & Vegeswarapuram has been commissioned in September 1996 and the STD service is satisfactory.

(d) It is planned to provide 30 channel D-UHF system in 1997-98.

(f) and (g) Regular monitoring is being done and remedial steps are taken as and when necessary.